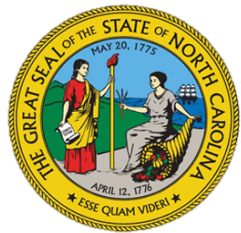


North Carolina COVID-19 Vaccine Management System

CVMS Provider Portal Inventory Wastage, Return & Redistribution/Transfer User Guide

Version 5

January 21, 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**





If you have any questions, issues or requests, please go to the
CVMS Help Desk Portal* at
https://ncgov.servicenowservices.com/csm_vaccine

* On the home page of the CVMS Help Desk Portal, select the "**Vaccine Provider**" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code

NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six-digit PIN#)

For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register: VAC2021

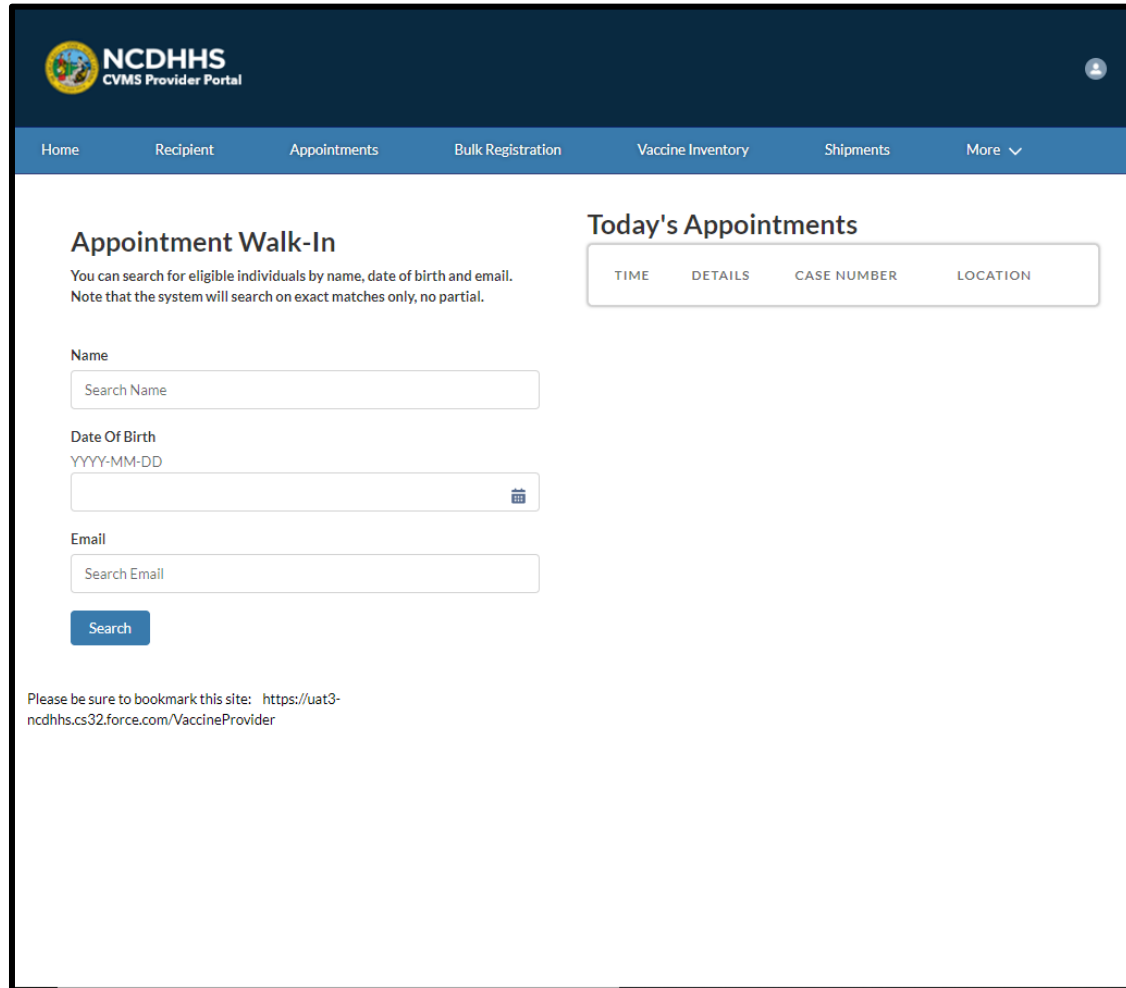
3. You will receive an e-mail with your username and temporary password to log into the portal

Table of Contents

	Pages
Vaccine Wastage, Returns & Redistributions/Transfers Process Overview	4 - 7
Log a COVID-19 Vaccine Wastage	8 - 13
Return COVID-19 Vaccines to Manufacturer	14 - 19
Transfer or Redistribute COVID-19 Vaccines (sender)	20 - 29
Transfer or Redistribute COVID-19 Vaccines (receiver)	30 - 34
Appendix	35 - 37

Vaccine Wastage, Returns & Redistributions/Transfers Process Overview

Overview



The screenshot shows the NCDHHS CVMS Provider Portal. The header includes the NCDHHS logo and a navigation bar with links: Home, Recipient, Appointments, Bulk Registration, Vaccine Inventory, Shipments, and More. The main content area is titled 'Appointment Walk-In' and contains a search form for individuals by name, date of birth, and email. The search form includes input fields for Name, Date Of Birth (YYYY-MM-DD), and Email, along with a 'Search' button. A note states: 'You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.' To the right of the search form is a section titled 'Today's Appointments' with a table header showing columns: TIME, DETAILS, CASE NUMBER, and LOCATION. At the bottom of the page, a note asks users to bookmark the site at <https://uat3-ncdhhs.cs32.force.com/VaccineProvider>.

To share an accurate picture of the inventories at your disposal with the state through CVMS, you will need to update the CVMS Provider portal with COVID-19 Vaccine inventory reductions, or deprecations. These actions typically involve:

1. Documenting COVID-19 Vaccine Wastage,
2. Returning COVID-19 Vaccine to the manufacturer, and
3. Understanding the COVID-19 Vaccine redistribution or transfer processes

The processes discussed in this training guide are primarily for the **Healthcare Location Managers** profile.

You will also need to:

- Use the latest version of Chrome, Edge Chromium, Firefox, or Safari (Internet Explorer or Edge non-Chromium are not supported)
- Log into the CVMS Provider portal at <https://covid-vaccine-provider-portal.ncdhhs.gov> using your NCID username and password.

Now, let's get started!

Key Terms

Wastage

Wastage is the sum of COVID-19 vaccines discarded, lost, damaged or destroyed.

Return

Return is the sum of COVID-19 vaccines that have been sent back to the manufacturer.

Spoilage

Spoilage happens when a COVID-19 vaccine dose is no longer eligible for administration to an individual due to exposure to inappropriate conditions.

Vaccine Deprecation

Vaccine Deprecation represents the process in which the amount of COVID-19 vaccines is reduced by the amount of COVID-19 vaccines administrated, wasted, or returned.

Vaccine Inventory Shipment Details

Vaccine Inventory Shipment Details may include manufacturer name, lot number, serial number, and National Drug Code (NDC).

Redistribution

Redistribution Is the planned and scheduled movement of inventory between two enrolled sites within the same organization with an approved redistribution agreement.

Transfer

Transfer is the unplanned and unscheduled movement of inventory between two enrolled sites (move inventory between those who have vaccine to those who do not).

When to declare in CVMS a COVID-19 Vaccine Inventory Deprecation



When a COVID-19 Vaccine is wasted

Healthcare Location Manager accesses the Vaccine Wastage Survey Form, providing reason for waste and other applicable information.

Once submitted, the Healthcare Provider Location's Total COVID-19 Vaccine On Hand Inventory is decreased accordingly.



When a COVID-19 Vaccine is to be returned to manufacturer

Healthcare Location Manager accesses the Vaccine Return Survey Form, providing reason for return and other applicable information.

Once submitted, the Healthcare Provider Location's Total COVID-19 Vaccine On Hand Inventory is decreased accordingly.



When a COVID-19 Vaccine is to be redistributed/transferred to another provider location

Healthcare Location Manager complete a COVID-19 Vaccine Redistribution/Transfer Request Form, with details such as Primary Location Secondary Location, lot number, and quantity to redistribute/transfer. Completed forms are submitted to the NC Immunization Branch through the at the CVMS Help Desk Portal: https://ncgov.servicenowservices.com/csm_vaccine

If approved, The NC Immunization Branch will initiate the redistribution/transfer in CVMS. The approved redistribution/transfer is reflected as an order for the Secondary Location.

The COVID-19 Vaccine On Hand inventory of the sending location is decreased. The receiving location has a COVID-19 Vaccine Inventory record auto-created, but the quantity is noted as "in transit".

Secondary Location completes "Inbound Redistribution/Transfer" process, and the quantity is changed from "in transit" to "available".

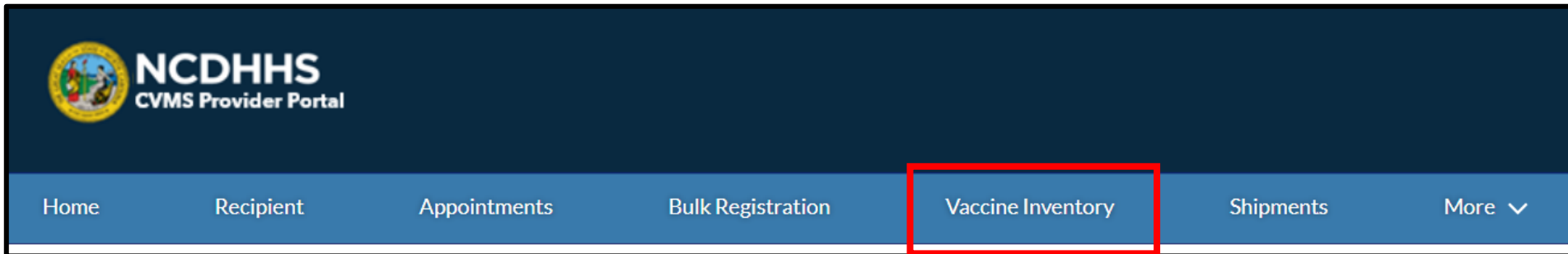
Log a COVID-19 Vaccine Wastage

Step 1 of 5: Navigate to the Vaccine Inventory tab

To comply with the CDC's COVID-19 Vaccine inventory management guidelines, you will want to document **ALL CASES** of **COVID-19 VACCINE WASTAGE** in the CVMS Provider Portal. Accurately tracking COVID-19 Vaccine Wastage will also help you maintain an accurate view of COVID-19 Vaccine inventory levels for the location(s) that you support.

Remember, examples of COVID-19 Vaccine Wastage include breaking vial/syringe and lost COVID-19 Vaccines.

1. At the top of your home page, locate the tab **VACCINE INVENTORY**
2. Click **VACCINE INVENTORY**
3. After clicking **VACCINE INVENTORY**, you will be directed to the **VACCINE INVENTORY TAB**



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Step 2 of 5: Open the Vaccine Wastage Survey form

At the top of the page, you will see the different actions you can take to manage your COVID-19 Vaccine inventory. The **ALL VACCINES LIST VIEW** will be displayed by default to help you review your COVID-19 Vaccine Inventory records.

- 1. Click **WASTE** at the top of the page
- 2. After clicking **WASTE**, you will be directed to the **VACCINE WASTAGE SURVEY FORM**

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore

Scan or type a barcode

AddWasteReturnInbound TransferOutbound Transfer

Vaccine Inventories

All Vaccine Inventories

9 items • Sorted by Vaccine Inventory Name • Filtered by All vaccine inventories • Updated a few seconds ago

Search this list...

Settings

Table

Refresh

Chart

Filter

	Vac... ↑	Accou... ↓	Prod... ↓	To... ↓	D... ↓	D... ↓	Expir... ↓	Date ... ↓	Lot ↓	Status ↓	St... ↓	Creat... ↓	
1	ABC Test ...	Stephan ...	Pfizer-Bi...	120	120	0	11/16/20...	11/28/20...	8675309			11/28/20...	

Audience

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Tips

To see more details for a specific Vaccine Inventory record, click the Vaccine Inventory Hyperlink.

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10

Step 3 of 5: Select the Correct Vaccine Inventory Record

On this page, you will be directed to select **ONE OR MORE** Vaccine Inventory records to report waste. At the bottom, you will see **ALL WASTAGE EVENTS** displaying all previously recorded COVID-19 Vaccine inventory waste.

- 1. Check the **BOX** for the **APPROPRIATE ROW(S)**
- 2. Click **NEXT** at the bottom of the page
- 3. After clicking **NEXT**, you will see the **VACCINE WASTAGE SURVEY FORM**

Audience

Healthcare Location Manager

Tips

You will be able to report a Partial or Full Vaccine shipment wastage on the next page.

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore

Previous

Report Waste

Please select the vaccines for which you would like to report a wastage event. The information will only have to be entered once for all vaccines selected.

<input type="checkbox"/>	Vaccine Inventory... ▾	Product Name ▾	Account Name ▾	Status ▾	Doses Available ▾	Serial Number ▾	Lot ▾
<input type="checkbox"/>	Delivery 12/02/2020 - v2	Pfizer-BioNTech (195 ...	CreekSide Clinic Main ...	Available	77	31415926535	LT-23451
<input type="checkbox"/>	Delivery 12/02/2020	Pfizer-BioNTech (195 ...	CreekSide Clinic Main ...	Available	0	1123581321	LT-12345
<input checked="" type="checkbox"/>	Delivery 12/04/2020	Pfizer-BioNTech (195 ...	CreekSide Clinic Main ...	Available	140	2468101214	LT-02241989
<input type="checkbox"/>	E2E Testing			Available	186	90	90

Next



Step 4 of 5: Complete the Vaccine Wastage Survey form

Report Waste

* Date Wastage Occurred
Dec 7, 2020

* Doses Wasted

☐ Entire vaccine inventory wasted

* Reason for Waste
None

Description

* Reason for Waste

None

None

Broken Vial/syringe

Vaccine drawn into syringe but not administered

Lost or unaccounted for vaccine

Non vaccine product (e.g. IG, HBIG, Dil)

Open vial but all doses not administered

Unaccounted

1. Populate the required **REPORT WASTE FIELDS**:

1. Date Wastage Occurred
2. Doses Wasted
3. If you want to report the entire Vaccine Inventory wasted, check the Entire Vaccine Inventory Wasted Checkbox.
4. Reason for Waste

2. You may populate the **OPTIONAL FIELDS** if desired

3. Before submitting the form, **CONFIRM** that all entered details are correct

4. Once you are ready to submit the form, click **NEXT**

5. After clicking **NEXT**, you will be directed to the **CONFIRMATION PAGE**

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Step 5 of 5: Submit the Vaccine Wastage Survey form

The **VACCINE WASTAGE RECORD** is now submitted, and your COVID-19 Vaccine inventory will be automatically updated.

- 1. Click **FINISH**
- 2. After clicking **FINISH**, you will be directed back to the **INITIAL VACCINE WASTAGE SURVEY FORM PAGE**

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore ▾

Previous

Report Waste

Wastage event for the chosen vaccines have been created.

Finish

Audience

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Tips

After clicking **FINISH**, you will see your Vaccine Wastage record displayed on the All Wastage List View.

Return COVID-19 Vaccines to Manufacturer

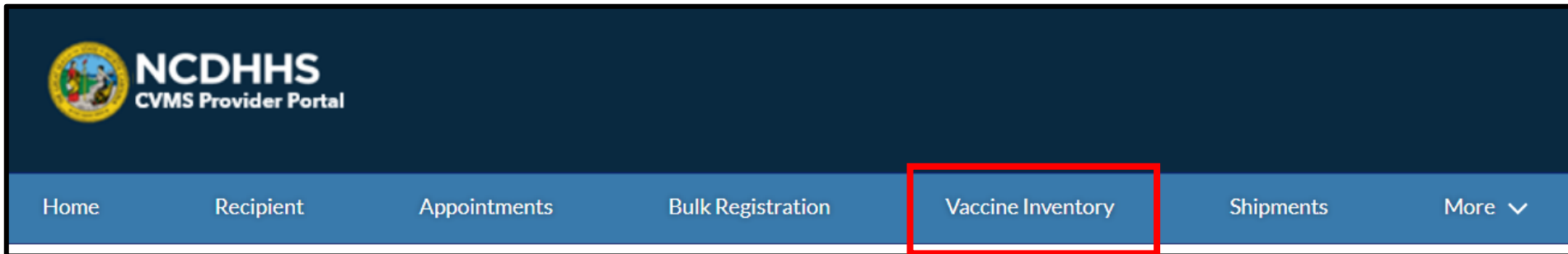
Step 1 of 5: Navigate to the Vaccine Inventory tab

To maintain an accurate view of your location(s)'s COVID-19 Vaccine inventory levels, you will want to track inventory that is **RETURNED TO THE MANUFACTURER**. This system process is intended **ONLY** for the purpose of maintaining an accurate count of your COVID-19 Vaccine levels.

It is **NOT** meant to track shipping details, storage details, or any other information related to returning COVID-19 Vaccine inventory to the manufacturer.

Remember, examples of COVID-19 Vaccine Returns / Spoilage include improper storage conditions and expired COVID-19 Vaccines.

1. At the top of your home page, locate the tab **VACCINE INVENTORY**
2. Click **VACCINE INVENTORY**



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Tips

If you have ADDITIONAL QUESTIONS around the return to manufacturer process, please reach out to the CVMS Help Desk Portal at https://ncgov.servicenow.com/csm_vaccine.

Step 2 of 5: Open the Vaccine Return Survey form

At the top of the page, there are different actions you can take to manage COVID-19 Vaccine inventory. The **ALL VACCINES LIST VIEW** will be displayed by default to help you review your COVID-19 Vaccine inventory.

- 1. Click **RETURN**
- 2. After clicking **RETURN**, you will be directed to the **VACCINE RETURN SURVEY FORM**

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore

Scan or type a barcode

AddWasteReturnInbound TransferOutbound Transfer

Vaccine Inventories

All Vaccine Inventories

9 items • Sorted by Vaccine Inventory Name • Filtered by All vaccine inventories • Updated a few seconds ago

Vac... ↑ ▾

Accou... ▾

Prod... ▾

To... ▾

D... ▾

D... ▾

Expir... ▾

Date ... ▾

Lot ▾

Status ▾

St... ▾

Creat... ▾

1	ABC Test ...	Stephan ...	Pfizer-Bi...	120	120	0	11/16/20...	11/28/20...	8675309	11/28/20...
---	--------------	-------------	--------------	-----	-----	---	-------------	-------------	---------	-------------

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Tips

Sort the columns to help you find the Vaccine Inventory record.

Step 3 of 5: Select the Correct Vaccine Inventory Record

On this page, you will be directed to select **ONE OR MORE** Vaccine Inventory records to report a return. At the bottom, you will see **ALL RETURN EVENTS** displaying all previously recorded COVID-19 Vaccine Returns.

- 1. Check the **BOX** for the **APPROPRIATE ROW(S)**
- 2. Click **NEXT**
- 3. After clicking **NEXT**, you will see the **VACCINE RETURN SURVEY FORM**

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Tips

If you want to review a past COVID-19 Vaccine return record, scroll to the bottom of the page and click the Return ID Hyperlink.

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore

Previous

Vaccine Return

Please select the vaccines for which you would like to create a return event. The information will only have to be entered once for all vaccines selected.

<input type="checkbox"/>	Vaccine Inventory...	Product Name	Account Name	Status	Doses Available	Serial Number	Lot
<input type="checkbox"/>	Delivery 12/02/2020 - v2	Pfizer-BioNTech (195 ...	CreekSide Clinic Main ...	Available	77	31415926535	LT-23451
<input type="checkbox"/>	Delivery 12/02/2020	Pfizer-BioNTech (195 ...	CreekSide Clinic Main ...	Available	0	1123581321	LT-12345
<input checked="" type="checkbox"/>	Delivery 12/04/2020	Pfizer-BioNTech (195 ...	CreekSide Clinic Main ...	Available	139	2468101214	LT-02241989
<input type="checkbox"/>	E2E Testing			Available	186	90	90

Next

Step 4 of 5: Complete the Vaccine Return Survey form

Vaccine Return

* Return Date
Dec 7, 2020

Doses Returned

☐ Entire vaccine inventory returned

Reason for Return
None

Return Carrier

* Reason for Return

None

None

Refrigerator too cold

Refrigerator too warm

Other

Expired Vaccine

Natural disaster/power outage

Failure to store properly upon receipt

Vaccine spoiled in transit(Freeze/Warm)

Mechanical Failure

Spoiled (other)

Recall

1. Populate all required **VACCINE RETURN FIELDS**

1. Return Date
2. Doses Returned
3. If you want to report the entire Vaccine Inventory returned, check the Entire Vaccine Inventory Returned Checkbox.
4. Reason for Return

2. You may populate **OPTIONAL FIELDS** if desired

3. Before submitting the form, **CONFIRM** that all entered details are correct
4. Once all details are confirmed, click **NEXT**
5. After clicking **NEXT**, you will be directed to the **CONFIRMATION PAGE**

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Step 5 of 5: Submit the Vaccine Return Survey form

The **VACCINE RETURN RECORD** is now submitted, and your Vaccine Inventory will be automatically updated.

- 1. Click **FINISH**
- 2. After clicking **FINISH**, you will be directed back to the **INITIAL VACCINE RETURN SURVEY FORM PAGE**

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore ▾

Previous

Vaccine Return

Return event for the chosen vaccines have been created.

Finish

Audience

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Tips

After clicking FINISH, you will see your Vaccine return record displayed on the All Returns List View.

Transfer or Redistribute COVID-19 Vaccines (sender)

Step 1 of 9: Initiate an Outbound Redistribution/Transfer in the CVMS Help Desk Portal

Redistribution and transfer requests require **NC DHHS IMMUNIZATION BRANCH APPROVAL** to ensure proper storage capabilities and tracking of COVID-19 Vaccine Inventory movements

To initiate an **OUTBOUND REDISTRIBUTION/TRANSFER** to another location, you will have to submit a request

1. Navigate to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine
2. Click on Login and enter your CVMS Help Desk Portal Username and Password (please reference slide 2 if you have registration or login questions)

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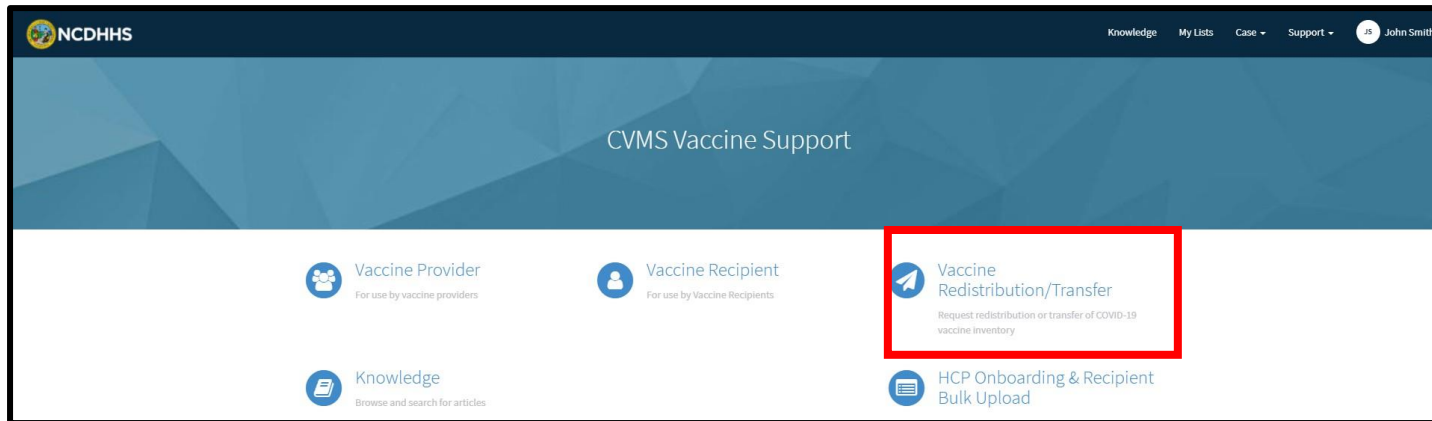
Tips

Please note that the sending provider is also responsible for transferring the second dose corresponding to the first dose transfers.

The screenshot displays the CVMS Vaccine Support portal interface. The top navigation bar includes links for Knowledge, Register, and Login. The main content area features sections for Vaccine Provider, Vaccine Receptor, Knowledge, and Most Read Articles. A red box highlights the Login button in the top right corner. A second, larger red box highlights the Login form, which includes fields for User name and Password, a Forgot Password? link, and a Login button. A Use external login link is also visible at the bottom of the form.

Step 2 of 9: Create the Request

1. From the Home page, click the **VACCINE REDISTRIBUTION/TRANSFER**



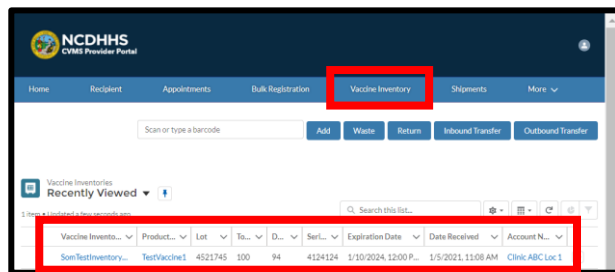
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Step 3 of 9: Complete the Request Form

To fill the request for approval:

1. Enter your name and the reason for request
2. Enter the sending location details
3. Enter the location vaccine for children (VFC) **PROVIDER INFORMATION NUMBER**
4. Enter the receiving location details
5. Click on **ADD** and enter the details surrounding the vaccine inventory(s) being redistributed/transferred – Inventory details can also be found by navigating into the **VACCINE INVENTORY** tab of the CVMS Provider Portal



6. **CHECK** the box to indicate you agree to the listed requirements
7. Attach any relevant documentation
8. **SUBMIT** request to be routed for approval

Vaccine Transfer/Redistribution Requirements

Instructions: To request redistribution or transfer of COVID-19 vaccine inventory from a location with an approved redistribution agreement (not required for a transfer) on file to a location within their organization, the Sending Provider shall complete and submit this form. Redistribution and transfer requests for COVID-19 vaccines require NC DHHS Immunization Branch approval to ensure proper storage capabilities and tracking of COVID-19 vaccine inventory movements. Please call 1-877-873-6247 if you have any questions.

All COVID-19 vaccine providers must comply with the CDC requirements for vaccine management, including storage and handling, and temperature monitoring at all times. Providers must keep all records related to COVID-19 vaccine management for a minimum of 3 years, or longer if required by law.

Person Completing Form
Ryan Ciez

Reason for Request

Sending COVID-19 Enrolled Provider Information

*CVMS Location Name
*Provider Identification Number
*Street Address
*City
*Phone Number
*Zip
*Primary Vaccine Coordinator
*Primary Vaccine Coordinator Email

Receiving COVID-19 Enrolled Provider Information

*CVMS Location Name
*Provider Identification Number
*Street Address
*City
*Phone Number
*Zip
*Primary Vaccine Coordinator
*Primary Vaccine Coordinator Email

COVID-19 Vaccine(s) Being Redistributed or Transferred

Add Remove All

Actions	Manufacturer Name	Vaccine Inventory Record Name	Expiration Date/Beyond Use Date	Manufacturer Lot #
			No data to display	

☒ By checking this box, Sending Provider confirms they have adhered to the following requirements

Requirements

- Sending Provider and Receiving Provider location names and Provider Information Numbers listed above match exactly how they appear in the COVID-19 Vaccine Management System (CVMS) Provider Enrollment Portal
- Sending Provider has a completed CDC COVID-19 Vaccine Redistribution Agreement (not needed for Transfers) in the CVMS Provider Enrollment Portal and the Receiving Provider has a fully completed and submitted CDC COVID-19 Vaccine Program Provider Agreement and Profile in the CVMS Provider Enrollment Portal
- Sending Provider has confirmed with Receiving Provider that they have the appropriate capability and capacity to store the COVID-19 vaccines
- Sending Provider is not requesting redistribution or transfer of open or partial vials
- Sending Provider is also shipping associated ancillary kit
- Only COVID-19 vaccines are listed on this request

Click here to view the Pfizer Recommendation Document

Click here to view the Moderna Recommendation Document

Add attachments

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Tips


VFC PIN (i.e., NCA650001) can also be found in the CVMS Provider Enrollment Portal (Location) within the “For Official Use Only” section. It can also be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add “NCA” to the front of the six-digit PIN#).

Step 4 of 9: Receive an email of confirmation

- 1. After submitting the file, you will receive a confirmation email with the case number
- 2. If you click on the link, you will be re-directed to a summary view of the case

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IT Service Desk <ncgovtest@servicenowservices.com>
To Ryan A Ciez

Your case has been created, click here to view the case: [Link](#)

Click here to view the [Pfizer Recommendation Document](#)

Click here to view the [Moderna Recommendation Document](#)

Someone will assist you soon.

Vaccine Transfer/Redistribution - Unregistered Provider-CVMS

Type your message here...

Send

Ryan Ciez

just now

VACRD0001010 Created

Start

Actions

Close Case

Ticket Fields details

Number	Priority
VACRD0001010	3 - Moderate
State	Account
New	Unregistered Provider-CVMS
Updated	
just now	

Attachments

Drop files here

Step 5 of 9: Providing Redistribution/Transfer Details

Once your **NC COVID-19 VACCINE REDISTRIBUTION/TRANSFER REQUEST** is approved, you will be able to **SHIP YOUR VACCINE INVENTORY** to the receiving location.

The Immunization Branch team will create the **TRANSFER ORDER** record in CVMS. You can **UPDATE** it with the **ACTUAL SHIPMENT DETAILS** to support tracking of the shipment. The order transfer record can be located via the Vaccine Inventory record that is providing the inventory.

- 1. From the home page, click **VACCINE INVENTORY**
- 2. Search for the **VACCINE INVENTORY NAME**
- 3. Click the **VACCINE INVENTORY NAME**

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HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore

Scan or type a barcode

AddWasteReturnInbound TransferOutbound Transfer

Vaccine Inventories

All Vaccine Inventories

17 Items • Sorted by Vaccine Inventory Name • Filtered by All vaccine Inventories • Updated a few seconds ago

Vaccine Invento...

Account Name

Product Name

To...

D...

D...

Expiration Date

Date Received

Lot

Stat...

St...

Created Date

1

ADAIInventory

Clinic ABC Loc 1

TestVaccine1

100

98

1

1/6/2022, 12:00 PM

1/12/2021, 3:04 PM

53654255

Available

1/12/2021, 3:05 PM

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25

Step 6 of 9: Open the Vaccine Inventory Record

Vaccine Inventory Delivery 11/25/2020

Account: [Quality Hospital \(Location 1\)](#)

Total Doses: 210 | Doses Available: 158 | Doses Administered: 4 | Doses Wasted: 15

DETAILS: **RELATED**

Wastage Events (3)

Wastage ID	Doses Wasted	Date Wastage Occurred	Reason for Waste
WAST-000000	10	11/25/2020	Broken Vial/syringe
WAST-000011	3	11/3/2020	Non vaccine product (e.g. IG, ...)
WAST-000019	2	12/10/2020	Broken Vial/syringe

[View All](#)

Returns (2)

Return ID	Doses Returned	Return Date	Reason for Return
RET-000000	20	11/25/2020	Expired Vaccine
RET-000046	3	12/3/2020	Spoiled (other)

[View All](#)

Orders (1)

Order Number	Vaccine Receiver	Dose Transferred	Order Start Date
ORD-000063	Creekside Clinics Main Camp...	10	12/8/2020

[View All](#)

Once you are on the **VACCINE INVENTORY RECORD**, navigate to the **RELATED TAB**.

1. Navigate to the **RELATED TAB**

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Step 7 of 9: Open the Order Transfer Record

You will be able to locate the **ORDER TRANSFER RECORD** that was created to track the redistribution/transfer. Before you edit the order transfer record, **CONFIRM THAT THE RECORD TYPE IS TRANSFER.**

- 1. Locate the **ORDERS SECTION**
- 2. Click the **ORDER NUMBER** for the **ORDER TRANSFER**

<div>Orders (1)<div>New</div></div>			
Order Number	Vaccine Receiver	Dose Transferred	Order Start Date
ORD-0000063	Creekside Clinics Main Camp...	10	12/8/2020
<div>View All</div>			

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Tips

Review the Vaccine Receiver to confirm it is the correct record.

Record Type of Transfer in CVMS is used for both Redistributions and Transfers.

Step 8 of 9: Edit the Order Transfer Record

Home

Recipient

Appointments

Bulk Registration

Vaccine Inventory

Shipments

More

Order

Account Name

Quality Hospital (Location 1)

Vaccine Receiver

Quality Hospital (Location 2)

Status

Transfer in Transit

Dose Transferred

10

Order Start Date

12/8/2020

RELATED

DETAILS

Transfer Information

Account Name

Quality Hospital (Location 1)

Vaccine Receiver

Quality Hospital (Location 2)

Dose Transferred

10

Status

Transfer in Transit

Order Start Date

12/8/2020

Associated Vaccine Inventory

Delivery 12/03/2020

Approval

Approver's Comments

Sending Location Details

Sending Location Date and Time

Sending Location Comments

System Information

Once you have the **ORDER TRANSFER RECORD** open, you can provide the **SHIPMENT DETAILS REQUIRED**.

1. Navigate to the **DETAILS SECTION**
2. Click the **PENCIL ICON** next to **SENDING LOCATION DATE AND TIME**

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Tips

Navigate to the details section to edit the order transfer record.

Step 9 of 9: Enter Shipment Details and Save

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore

Order

Account Name

Quality Hospital (Location 1)

Vaccine Receiver

Quality Hospital (Location 2)

Status

Transfer in Transit

Dose Transferred

10

RELATED

DETAILS

Transfer Information

*Account Name

Quality Hospital (Location 1)

*Status

Transfer in Transit

Vaccine Receiver

Quality Hospital (Location 2)

*Order Start Date

12/8/2020

Dose Transferred

10

Associated Vaccine Inventory

Delivery 12/03/2020

Approval

Approver's Comments

Sending Location Details

Sending Location Date and Time

Date

Time

Sending Location Comments

System Information

Created By

Cancel


Save

Once you click edit, you will be able to update the record and save your changes.

1. Enter the **SENDING LOCATION DATE AND TIME** when shipment was sent
2. Enter the **SHIPMENT TRACKING INFORMATION** in the **SENDING LOCATION COMMENTS** field
3. Click **SAVE**

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29

Transfer or Redistribute COVID-19 Vaccines (receiver)

Step 1 of 4: Processing an Inbound Redistribution/Transfer

If you are **RECEIVING** an **INBOUND REDISTRIBUTION/TRANSFER** from another location, you will want to review the inbound transfer page to stay up-to-date. When you receive the inbound redistribution/transfer, you will be able to **PROCESS THE INVENTORY** via the **INBOUND TRANSFER PAGE**.

You **DO NOT** process inbound redistributions/transfers from the **ADD INVENTORY PROCESS**.

- 1. From the home page, click **VACCINE INVENTORY**
- 2. Click **INBOUND TRANSFER**

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore

Scan or type a barcode

AddWasteReturnInbound TransferOutbound Transfer

Vaccine Inventories

All Vaccine Inventories

9 items • Sorted by Vaccine Inventory Name • Filtered by All vaccine inventories • Updated a few seconds ago

Search this list...

SettingsListRefreshFilter

	Vac...	Accou...	Prod...	To...	D...	D...	Expir...	Date ...	Lot	Status	St...	Creat...	
1	ABC Test ...	Stephan ...	Pfizer-Bi...	120	120	0	11/16/20...	11/28/20...	8675309			11/28/20...	

Audience

Healthcare
Location Manager

Tips

Inbound redistributions/transfers are not processed from the Add Inventory Process.

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31

Step 2 of 4: Select the Vaccine Inventory Record

On the **INBOUND TRANSFER PAGE**, you will see **VACCINE INVENTORY** records that are incoming redistributions/transfers to your location. You will be able to select the inbound transfer you are ready to process and add it to your inventory.

- 1. Select the correct **VACCINE INVENTORY** record
- 2. Click **NEXT**

Audience

Healthcare
Location Manager

Tips

Identify Vaccine Inventory records for inbound redistribution/transfer.

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore

Previous

Please select the incoming vaccine transfer for which you are confirming receipt.

Vaccine Inventory Name	Product ID	Account Name	Status	Incoming Transfer Doses	Serial Number
<input type="radio"/> Delivery 12/19/2020	Pfizer-BioNTech (195 MDV) COVI...	Quality Hospital (Location 1)	Incoming Transfer in Transit	100	

Next

Step 3 of 4: Complete the Inbound Transfer form

Once you select the Vaccine Inventory record, you will see the Vaccine Inventory details pre-populated. You will want to provide the **DOSES RECEIVED** and **DATE RECEIVED**.

After clicking next, your inventory levels will update, and the inbound redistribution/transfer is now processed.

- 1. Enter the **DATE RECEIVED**
- 2. Enter the **DOSES RECEIVED**
- 3. Click **NEXT**

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore

Previous

Name : Delivery 12/19/2020

Product Name : Pfizer-BioNTech (195 MDV) COVID-19 Vaccine

NDC # :

Lot : 123456745

Expiration Date : 12/19/2021, 12:00 PM

Serial Number :

Account : Quality Hospital (Location 1)

Date Received

Dec 21, 2020

Doses Received

100

Incoming Doses Quantity : 100

Previous

Next

Audience

Healthcare
Location Manager

Tips

Enter date received and doses received for the Vaccine Inventory.

Step 4 of 4: Complete the Inbound Transfer form

After clicking next, your inbound redistribution/transfer is processed and added to your inventory.

- 1. Click **FINISH**

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore ▾

Previous

Record has been saved successfully.

Previous

Finish

Audience

Healthcare
Location Manager



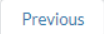


Tips

Complete the inbound transfer form by clicking Finish.

Appendix

Additional Notes

Key Items:

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- *** Asterisks** are used to denote required information.
-  A Toggle can be clicked to see selectable options.
-  A Pen can be clicked to make edits to the field.
-   Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
-  A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

Contact Information:

- All questions should be directed to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.

Supported Web Browsers:

- Please use the latest version of Chrome, Firefox or Safari to use this tool.
- https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5
- Note, Internet Explorer and Edge (Non-Chromium) will not be supported beginning January 2021.

User Guide Change Log

Key Items:

- **Date of Change:** Date that any updates were made to the User Guide
- **Changes Made:** Summary of the updates made within the User Guide
- **Impacted Slides:** Specific slides that were updated or changed
- **Author:** The user that made the updates to the User Guide

Version	Date of Change	Changes Made	Impacted Slides	Author
1	12/21/2020	<ul style="list-style-type: none">• Initial document		Azalea Troche
2	1/10/2021	<ul style="list-style-type: none">• Removed any mention of the 2 CVMS Vaccine Support emails. Added CVMS Hep Desk Portal information	1, 2, 7, 11, 15, 21, 34	Courtney Seward
3	1/13/2021	<ul style="list-style-type: none">• Added a new screenshot of the new redistribution/transfer form and took out the TIP in slide 21. The CVMS Vaccine Support Portal screenshot was also added.	1, 21, 22	Courtney Seward
4	1/17/2021	<ul style="list-style-type: none">• Updated navigation bar.• Updated the terms for Redistribution and Transfer	6	Azalea Troche & Courtney Seward
5	1/21/2021	<ul style="list-style-type: none">• Added a TIP	21	Courtney Seward & Linda Wade